

DCS Deskside Support Customer Satisfaction Report

For the Period 1/1/2006 to 3/31/2006

Survey Responses for Tickets Closed by DCS Deskside Support.

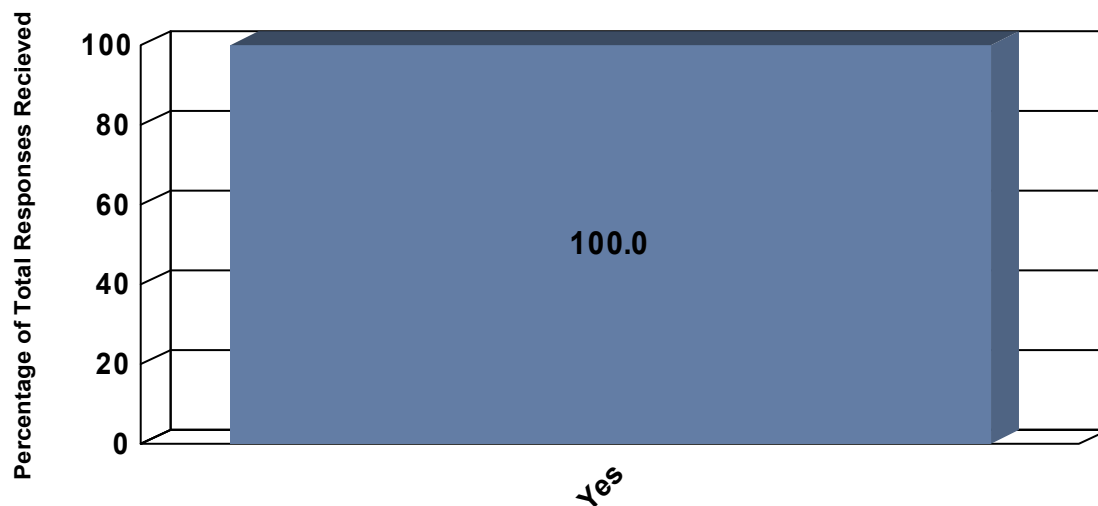
Snapshot Date: 5/1/2006

Number of Surveys Sent During Period: 1,164

Number of Surveys Returned: 120

Rate of Return: 10.30 %

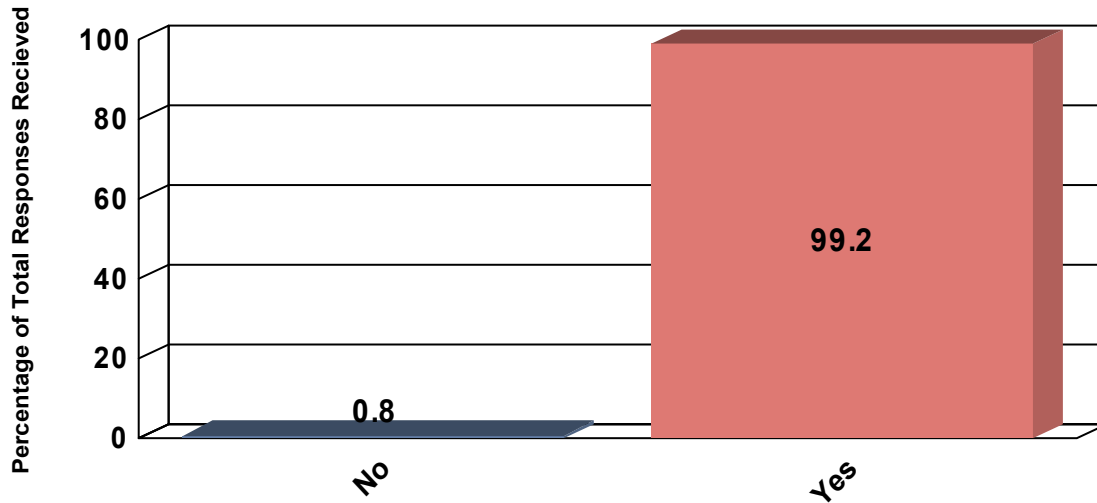
Were the Consultant(s) Courteous?



Service Ticket Number

Explanation of Why Consultant(s) Were Not Courteous

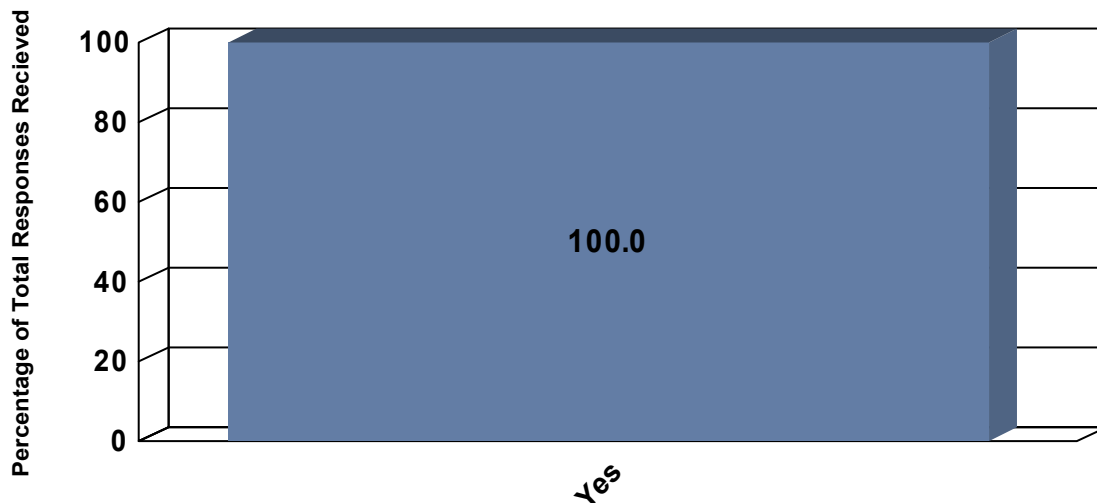
Did the Consultant(s) Understand the Problem/Request?



Service Ticket Number

Explanation of Why Consultant Did Not Understand the Problem/Request

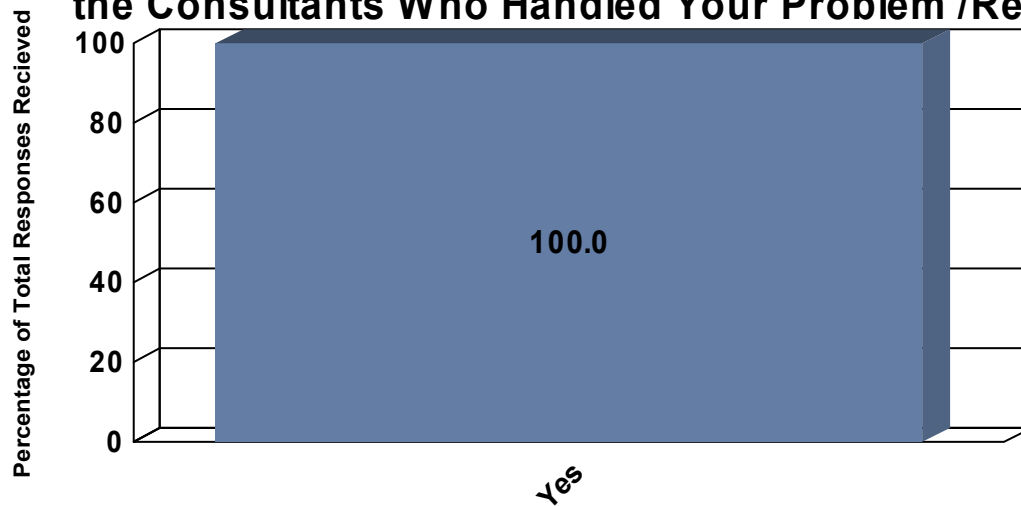
Was the Problem /Request Resolved in a Timely Manner?



Service Ticket Number

Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?

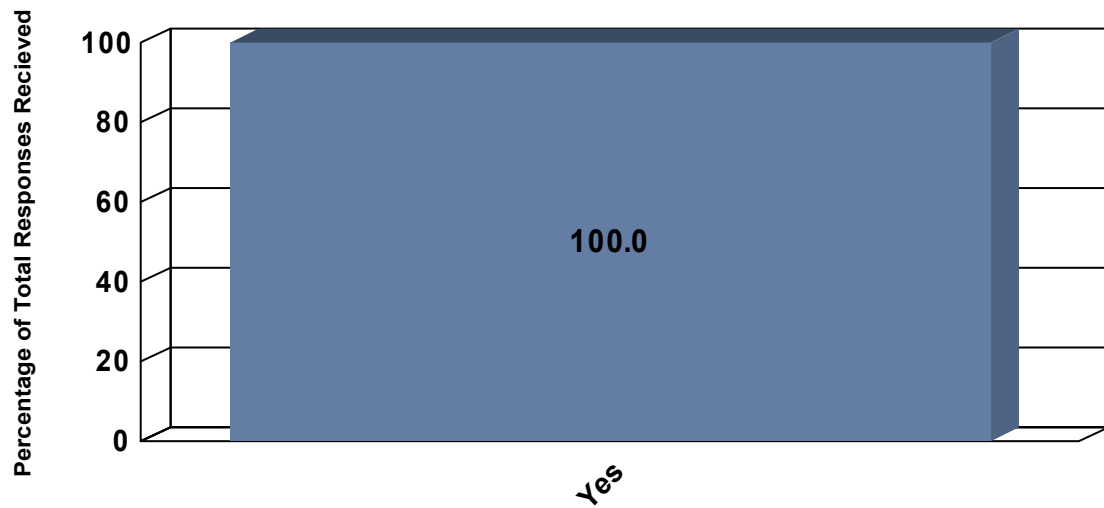
Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem /Request?



Service Ticket Number

Which Consultant(s) Was Not Effective?

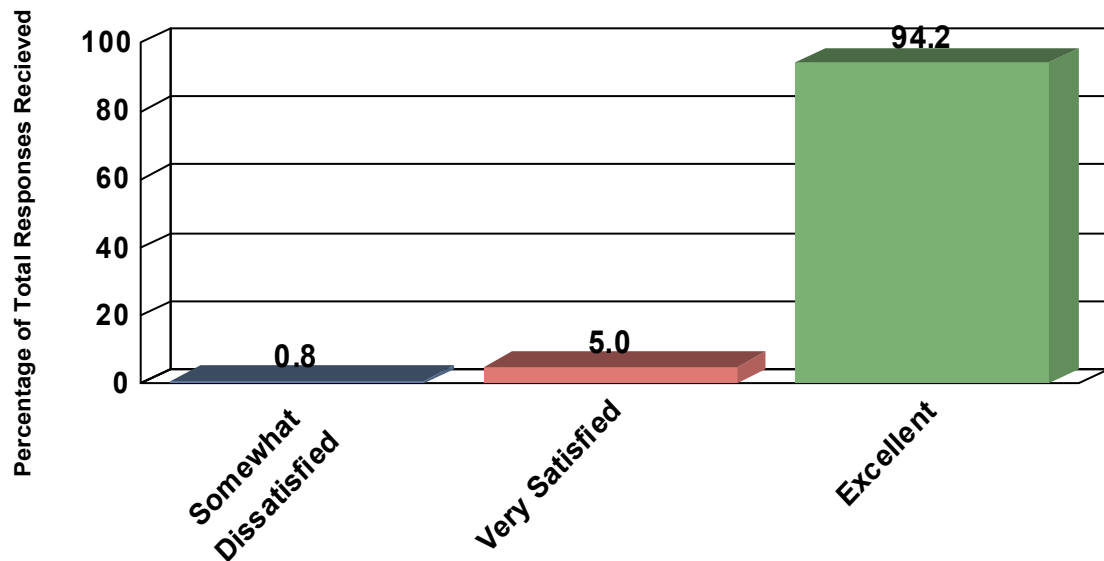
Was the Problem /Request Resolved to Your Satisfaction?



Service Ticket Number

Would You Like to Reopen Your Service Ticket?

How Would You Rate Your Overall Customer Experience?



Service Ticket Number	Comments/Suggestions
ST1922801	Thanks for her support i am just so glad she is on my team good job.
ST1992533	Ron always does an exemplary job! We are fortunate to have him.
ST1926675	Overall a great experience. The Help Desk tech came very quickly and resolved the problem in a very competent manner. I am very impressed with his skills.
ST1984543	Thanks for the prompt & courteous support!
ST1970789	I would like Daisy Aniebonam to contact me directly. Please call @240.723.0405. Thank you, Elliott Ware CIT/OD -VSCT
ST1907884	Prompt, courteous, and effective. Much thanks.
ST1960280	Jossy exemplifies DCS. And, that is a "good thing".
ST2018329	Very fast service. Was up and running within an hour of submitting the request.
ST1971947	I solved the problem on my own by trying different network settings on the mac (4 days after logging the request.)
ST1960291	Please let Ryan know how much I appreciate his prompt and professional assistance in repairing my network connection problem. He was able to get me reconnected in less than 5 minutes following my call to the Help Desk. Dennis Black
ST1925402	As always, Pam is Perfect!
ST2009531	Your survey should include "Not Applicable" on some or all of the questions. I submitted this ticket myself and there was no contact between the help desk and myself. The first question was whether they were courteous, which can't be answered by either "Y
ST1983052	I appreciate Karen's quick response to this issue.
ST1943329	Relay to Ryan Harvey that he was very helpful to me. I really appreciate his professional assistance. Dennis Black
ST2004106	Karen is always a pleasure to work with.

ST2015885	excellent servive
ST2019718	As always the response was quick, efficient and courteous. Great customer service!!
ST2011664	Pam Davis is just always spectacular. She is very knowledgeable and is able to explain the most complicated (to me!) IT issues easily and helps me find soluations that work best for me. She's a tremendous asset to the Desktop Support unit and I always
ST2020103	Pam was great!
ST1998488	I really appreciated Ryan's politeness. He knows how to work with a person who is not a technical expert. That skill is very important to me.
ST1992734	We are lucky to work with Karen. She is really professional.
ST1959469	Pam, the technican was very prompt and provided effective support. Thanks a million!
ST2015347	excellent service, very prompt
ST2018397	You should be proud of your desk side support. They are always very quick to respond, efficient, and most courteous.
ST1896582	Thank you
ST1892568	Thank you very much!!! Have a nice day...
ST2001600	Very prompt. Was familiar with the problem and fixed it quickly. Very pleasant person.
ST1910094	Ryan is my new best friend :-)
ST1891756	Pam was very patient in resolving this issue. Thanks!
ST2016680	Ryan, I couldn't believe how fast it was to complete this ticket. I really appreciate the professionalism demonstrated by the HelpDesk Desktop Support.
ST1998733	Paul Graves, Ray Danner, and Bob ? were superior in resolving the problem. It was quite gruelling and time consuming but they persivered until the problem was resolved.